



Department of Medical Assistance Services  
 600 East Broad Street, Suite 1300  
 Richmond, Virginia 23219

<http://www.dmas.state.va.us>

# MEDICAID MEMO

**TO:** All Providers Participating in the Virginia Medicaid Program and FAMIS Program

**FROM:** Cynthia B. Jones, Director  
 Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE:** 1/8/18

**SUBJECT:** Medallion 4.0 Program

The purpose of this memo is to provide preliminary information on the Department of Medical Assistance Service’s (DMAS) new Medallion 4.0 Program. This program will focus on providing high quality care for the Commonwealth’s pregnant moms, children, and adults. The Medallion 4.0 Program will serve approximately 740,000 individuals across Virginia.

**BACKGROUND**

Medallion 4.0 will cover new populations and FAMIS populations. Covered populations will also be expanded to include individuals with Third Party Liability (TPL) and those who receive Early Intervention (EI) Services.

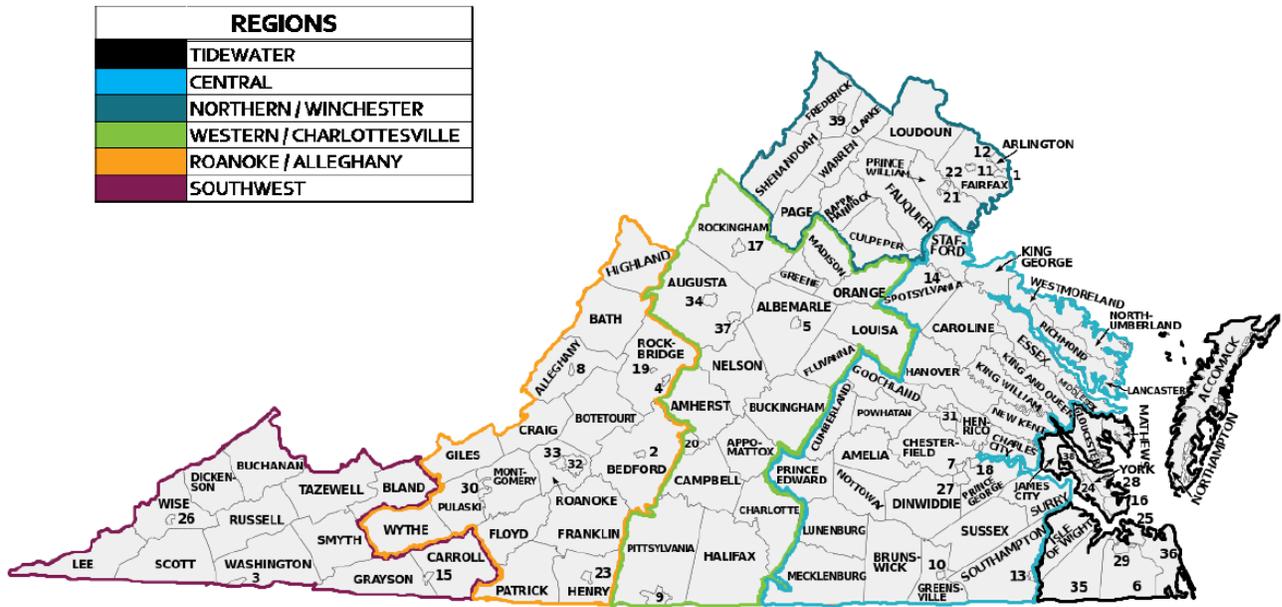
DMAS plans to launch the Medallion 4.0 Program by region beginning in Tidewater on **August 1, 2018** (see chart below). Detailed information on the Medallion 4.0 Program can be found on the Medallion 4.0 Program webpage at [http://www.dmas.virginia.gov/Content\\_pgs/medallion\\_4-home.aspx](http://www.dmas.virginia.gov/Content_pgs/medallion_4-home.aspx)

**MEDALLION 4.0 HEALTH PLAN SELECTION**

On December 1, 2017, DMAS announced the selection of six (6) managed care organizations (MCOs) across the Commonwealth to serve Medallion 4.0 members. Those MCOs are listed below. Each of the six (6) MCOs will be available in each of the six (6) regions. CCC Plus has the same Health Plans.

Medallion 4.0 Contracted Health Plans	
Aetna Better Health of Virginia	Optima Health Plan
Anthem HealthKeepers Plus	UnitedHealthcare
Magellan Complete Care of Virginia	Virginia Premier Health Plan

**MEDALLION 4.0 PROGRAM REGIONS AND TIMELINE**



Anticipated Launch Date	Region of Virginia	Regional Launch Population
August 1, 2018	Tidewater	161,421
September 1, 2018	Central	189,438
October 1, 2018	Northern/Winchester	178,416
November 1, 2018	Charlottesville/Western	88,486
December 1, 2018	Roanoke/Alleghany	72,827
December 1, 2018	Southwest	46,558
<b>Total</b>		<b>737,146</b>

**COMMUNITY OUTREACH AND ONGOING TRAINING**

DMAS will conduct member, provider, and stakeholder outreach and training sessions throughout the six (6) regions beginning in the Spring 2018. These training and outreach sessions will be conducted across the Commonwealth and will consist of in-person town halls, live webinar sessions, and conference calls. All outreach and training will be conducted by staff knowledgeable of the Medallion 4.0 program. Additional information on training and outreach will be provided in early 2018 on the Medallion 4.0 page at [http://www.dmas.virginia.gov/Content\\_pgs/medallion\\_4-home.aspx](http://www.dmas.virginia.gov/Content_pgs/medallion_4-home.aspx).

**COMMUNITY MENTAL HEALTH REHABILITATION SERVICES (CMHRS)**

Community Mental Health Rehabilitation Services (CMHRS) will be carved out of Medallion 4.0 until August 1, 2018. Until July 31, 2018, CMHRS services will be covered by Magellan, the Behavioral Health Services Contractor for DMAS. The CMHRS transition to Medallion 4.0 will

occur in accordance with the regional implementation of the program, beginning August 1, 2018. CMHRS providers should continue to contract with Magellan through July 31, 2018 for these services. Additional information regarding CMHRS will be provided by the Department in the future.

**CONTRACTING AND CREDENTIALING FOR MEDALLION 4.0**

The Medallion 4.0 health plans are working with providers to finalize their provider contracts and credential providers as required by the Department. The credentialing process may take 90 days or more to complete. For this reason, DMAS encourages providers who have not already contracted with the plans to begin the credentialing and contracting process as soon as possible.

Traditional Behavioral Health and Addiction and Recovery Treatment Services (ARTS) services will continue be covered through the Medallion 4.0 program. Providers of these services should contract with the Medallion 4.0 health plans if they wish to serve Medallion 4.0 members.

Community Mental Health and Rehabilitation Services and EI providers will also be covered by the MCOs. Providers of these services should contract with the Medallion 4.0 health plans if they wish to serve Medallion 4.0 members.

Contact information for contracting and credentialing with a Medallion 4.0 Plan:

<b>Contracting and Credentialing Contacts for Medallion 4.0 Managed Care Plans</b>		
<b>Managed Care Plan</b>	<b>Contracts To be Updated Post Intent to Award Announcement</b>	<b>Credentialing To be Updated Post Intent to Award Announcement</b>
Aetna Better Health of Virginia	Email: Aetnabetterhealth-VAProviderRelations@aetna.com Phone: 800-279-1878 Fax: 844-230-8829	Email: vcredentialing-aetna@aetna.com Phone: 800-279-1878 Fax: 844-230-8829
Anthem HealthKeepers Plus	Taylor Rhodes Email: William.Rhodes@anthem.com Phone: 804-354-3089 Fax: 804-354-4601	Same as contracting
Magellan Complete Care of Virginia	Kenya Onley Senior Director, Network Development <a href="mailto:KCOnley@magellanhealth.com">KCOnley@magellanhealth.com</a> Phone: 804-366-6339 Fax: 855-202-1900	Same as contracting
Optima Health	<a href="mailto:OptimaContract@sentara.com">OptimaContract@sentara.com</a> Phone: 877-865-9075 Fax: 757-552-7576	<b>Medical/Behavioral Health Providers:</b> <a href="mailto:Optima-CredApps@Sentara.com">Optima-CredApps@Sentara.com</a> Phone: 757-552-7193

<b>Contracting and Credentialing Contacts for Medallion 4.0 Managed Care Plans</b>		
<b>Managed Care Plan</b>	<b>Contracts To be Updated Post Intent to Award Announcement</b>	<b>Credentialing To be Updated Post Intent to Award Announcement</b>
		<b>Facility, Agency or Organizational Providers:</b> Email: <a href="mailto:OrgProviderApp@sentara.com">OrgProviderApp@sentara.com</a> Phone: 877-865-9075 Fax: 757-552-7576
UnitedHealthcare	HCBS Providers: <ul style="list-style-type: none"> <li>• Contact: Jennifer Whalen</li> <li>• Phone: 612-425-3837</li> <li>• Email: <a href="mailto:jennifer_whalen@uhc.com">jennifer_whalen@uhc.com</a></li> <li>• Fax: 888-305-3477</li> </ul> Behavioral Health Providers: <ul style="list-style-type: none"> <li>• Email: VACCCBH@optum.com</li> <li>• Web : <a href="http://www.providerexpress.com">www.providerexpress.com</a> and then select:               <ul style="list-style-type: none"> <li>○ Quick Links &gt;&gt;</li> <li>○ Join Our Network</li> </ul> </li> </ul> Hospitals, Ancillary, Physicians & SNFs: <ul style="list-style-type: none"> <li>• Contact: Cynthia Franz</li> <li>• Phone: 952-406-3349</li> </ul> Email : <a href="mailto:cynthia_franz@uhc.com">cynthia_franz@uhc.com</a>	Same as contracting
Virginia Premier Health Plan	Angela Woodley and Tammy English Email: <a href="mailto:Angela.Woodley@vapremier.com">Angela.Woodley@vapremier.com</a> and <a href="mailto:Tammy.English@vapremier.com">Tammy.English@vapremier.com</a> Phone: 804- 819-5151 ext. 55048 and 804-819-5151 ext. 55817 Fax: 804-819-5366 Web: <a href="http://www.virginiapremier.com">www.virginiapremier.com</a> (Select “Providers” > “Join our Network”	Name: Kimberly Paige Email: <a href="mailto:Kimberly.Paige@vapremier.com">Kimberly.Paige@vapremier.com</a> Phone: 804-819-5151 ext. 55352 Fax: 804-819-5171

Send Medallion 4.0 questions, comments, and suggestions to: [M4.0Inquiry@dmas.virginia.gov](mailto:M4.0Inquiry@dmas.virginia.gov).

**MAGELLAN BEHAVIORAL HEALTH OF VIRGINIA (Behavioral Health Services Administrator)**

Providers of behavioral health services may check member eligibility, claims status, check status, service limits, and service authorizations by visiting [www.MagellanHealth.com/Provider](http://www.MagellanHealth.com/Provider). If you have any questions regarding behavioral health services, service authorization, or enrollment and credentialing as a Medicaid behavioral health service provider please contact Magellan Behavioral Health of Virginia toll free at 1-800-424-4046 or by visiting [www.magellanofvirginia.com](http://www.magellanofvirginia.com) or submitting questions to [VAProviderQuestions@MagellanHealth.com](mailto:VAProviderQuestions@MagellanHealth.com).

### **MANAGED CARE PROGRAMS**

Most Medicaid individuals are enrolled in one of the Department's managed care programs: Medallion 3.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan/PACE provider may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the individual's managed care plan/PACE provider directly.

Contact information for managed care plans/PACE providers can be found on the DMAS website for each program as follows:

- Medallion 3.0:  
[http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx)
- Medallion 4.0:  
[http://www.dmas.virginia.gov/Content\\_pgs/medallion\\_4-home.aspx](http://www.dmas.virginia.gov/Content_pgs/medallion_4-home.aspx)
- Commonwealth Coordinated Care Plus (CCC Plus):  
[http://www.dmas.virginia.gov/Content\\_pgs/mltss-proinfo.aspx](http://www.dmas.virginia.gov/Content_pgs/mltss-proinfo.aspx)
- Program of All-Inclusive Care for the Elderly (PACE):  
[http://www.dmas.virginia.gov/Content\\_atchs/ltc/PACE%20Sites%20in%20VA.pdf](http://www.dmas.virginia.gov/Content_atchs/ltc/PACE%20Sites%20in%20VA.pdf)

### **COMMONWEALTH COORDINATED CARE PLUS**

Commonwealth Coordinated Care Plus is a required managed long term services and supports program for individuals who are either 65 or older or meet eligibility requirements due to a disability. The program integrates medical, behavioral health, and long term services and supports into one program and provides care coordination for members. The goal of this coordinated delivery system is to improve access, quality and efficiency. Please visit the website at: [http://www.dmas.virginia.gov/Content\\_pgs/mltss-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx).

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Conduent Government Healthcare Solutions Support Help desk toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **KEPRO PROVIDER PORTAL**

Providers may access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

**TO ALL MEDICAID PROVIDERS: PROVIDER APPEAL REQUEST FORM NOW AVAILABLE**

There is now a form available on the DMAS website to assist providers in filing an appeal with the DMAS Appeals Division. The link to the page is [http://www.dmas.virginia.gov/Content\\_pgs/appeal-home.aspx](http://www.dmas.virginia.gov/Content_pgs/appeal-home.aspx) and the form can be accessed from there by clicking on, “Click here to download a Provider Appeal Request Form.” The form is in PDF format and has fillable fields. It can either be filled out online and then printed or downloaded and saved to your business computer. It is designed to save you time and money by assisting you in supplying all of the necessary information to identify your area of concern and the basic facts associated with that concern. Once you complete the form, you can simply print it and attach any supporting documentation you wish, and send to the Appeals Division by means of the United States mail, courier or other hand delivery, facsimile, electronic mail, or electronic submission supported by the Agency.

**PROVIDERS: NEW MEDICARE CARDS ARE COMING**

CMS is removing Social Security Numbers from Medicare cards to help fight identity theft and safeguard taxpayer dollars. In previous messages, CMS has stated that you must be ready by April 2018 for the change from the Social Security Number based Health Insurance Claim Number to the randomly generated Medicare Beneficiary Identifier (the new Medicare number). Up to now, CMS has referred to this work as the Social Security Number Removal Initiative (SSNRI). Moving forward, CMS will refer to this project as the New Medicare Card.

To help you find information quickly, CMS designed a new homepage linking you to the latest details, including how to [talk to your Medicare patients](#) about the new Medicare Card. Bookmark the [New Medicare Card](#) homepage and [Provider](#) webpage, and visit often, so you have the information you need to be ready by April 1<sup>st</sup>.

Providers (which includes fee for service, Medicaid Managed Care Organizations, and Commonwealth Coordinated Care Plus) may share the following information with members:

**MEMBERS: NEW MEDICARE CARDS ARE COMING**

Medicare will mail new Medicare cards between April 2018 and April 2019. Your new card will have a new Medicare Number that’s unique to you, instead of your Social Security Number. This will help to protect your identity.

Additional information is available at the following link:

<https://www.medicare.gov/forms-help-and-resources/your-medicare-card.html>

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